

Job Title: Head of Business Support & Resilience	Role Profile Number: N/A
Grade: T	Date Prepared: March 2022
Directorate/Group: Enabling Services	Reporting to: Director of People, Customer and Organisation Resilience
Structure Chart attached:	No

Job Purpose

- To provide strategic leadership to the Business Support functions, Facilities Management, Security, Civil Protection, Emergency Planning and Business Continuity Services, setting the strategic direction and to drive improvements which increase efficiency and improve customer service.
- To strategically lead & transform the Councils' response to resilience by defining, developing & executing Operational Resilience programmes.
- To provide leadership, guidance and advice to the service leads across each of the services

Key Accountabilities

- To review, modernise and take ownership of leading our Business Support Services, Facilities Management, Security services, Civil Protection and Business Continuity by providing leadership and recognised best practice.
- To be accountable for the effective management, organisation, delivery and quality of all Services delivered by our Business Support, Facilities Management, Security, Civil Protection and Business Continuity Teams.
- To provide strong, clear leadership and line management to all the portfolio of services that report to this role.
- To encourage innovative thinking within the services you manage whilst also supporting Heads of Service in looking at how best to provide an effective service and delivery of efficiencies.
- To act as the professional Organisational Resilience lead- driving and taking ownership of the Council's organisational resilience strategy, including roadmaps and plans spanning crisis management, business continuity, support & facilities management, Business Support and disaster recovery in accordance with regulatory requirements and compliance

- Lead the delivery of a consistently high quality, customer focused, integrated, responsive Operations service, to deliver the highest levels of service and customer engagement.
- Lead on the continuous development and implementation of technical strategic and operational plans to meet business needs and objectives, in relation to facilities management, Security and Business Support on robust analysis.
- Ensuring delivery of high quality services that meet the needs of the business, but also drives common processes and consistent standards across the organisation.
- To work with the Heads of Service and ICT; to bring expertise and actively participate in the development of new systems and processes; taking the lead in their implementation across the business support function - especially in relation to digital transformation
- Ensure that services are managed and reviewed in line with operational demands.
- Prepare, implement and, meet service delivery requirements and are within budgetary constraints.
- Work with other stakeholders across the Council to understand user needs and advise on the delivery of the service
- Manage risks and maintain business continuity plans to provide for reliability and resilience of all services.
- Provide management reports with data and key performance indicators and SLAs for all services managed, to continually develop service delivery and enhance processes
- To develop, plan and manage the delivery of civil contingencies services which meet organisational and stakeholder requirements in a changing national landscape.
- Proactively promote a culture of resilience to embed in our operating model

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Proven significant experience of leading organisational resilience and continuity programmes across a wide portfolio
- Evidence of collaboration across a large complex organisation
- Proven experience of successful partnership working
- Strong project management skills and experience
- Strong diagnostic skills leading to sound judgement and decision making
- Experience of leading and influencing others at all levels
- Strong influencing skills across a range of stakeholders
- Budget Management
- Experience of delivering in an often ambiguous environment to develop solutions to complex issues
- Experience of bringing in modern working practices & best practice insights to a sometimes traditional and resistant organisation

Qualifications

- Management Qualification, with demonstrable experience in organisation resilience; or equivalent y experience and high level of skills in similar field of work

Decision Making

- Provide strategic direction and decision making and where appropriate with internal stakeholders and partner organisations.
- To advise and make recommendations to Directors on future proposals for the development of the business, including business cases; financial and resource modelling

Creativity and Innovation

- Be proactive and present ideas for improvement in ways the service is delivered.
- Use creativity and influence to drive through improvements in business processes to identify budgetary savings
- Have the ability to identify and present new opportunities and persuade others of their benefits
- Work with business services managers to effectively lead the implementation of change within their teams

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• Civil Protection & Emergency Planning• Business Support• Facilities Management• Security Services	Budget Holder Responsibility	Yes .
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Working closely together, improving communication and connectivity in order to make better use of the resources, facilities, relationships and partnerships. Working in a collaborative manner with external and internal customers, community members and other bodies that interact with this role
- People & Culture team members
- Leadership teams within the business
- Elected members
- External partners

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	